



05-15-06

TFW 2642

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In Re the Application of:

EDWARDS et al.

Serial No.: 09/247,893

Filed: February 10, 1999

Atty. File No.: 4366-33

For: "DYNAMICALLY ALLOCATING
SERVER RESOURCES TO
COMPETING CLASSES OF WORK
BASED UPON ACHIEVEMENT OF
SERVICE GOALS"

Group Art Unit: 2642

Examiner: Dean, Jr. W.

Confirmation No.: 8170

RESPONSE TO RESTRICTION
REQUIREMENT

"EXPRESS MAIL" MAILING LABEL NUMBER: EV 788583886 US
DATE OF DEPOSIT: May 12, 2006

I HEREBY CERTIFY THAT THIS CORRESPONDENCE IS BEING
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1450, ALEXANDRIA, VA 22313-1450.

TYPED OR PRINTED NAME: Christine Jacquet

SIGNATURE: Christine Jacquet

Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Dear Sir:

In an Office Action dated April 18, 2006, the Examiner issued a Restriction Requirement with regard to the above-identified patent application. Generally, the Examiner indicated that Claims 97-150, drawn to a method and system for determining if a first agent should service a first work type in a work processing facility, and Claims 151-164, drawn to a contact center were distinct inventions. Applicants hereby elect to prosecute Claims 97-150 in this patent application. However, Applicants respectfully reserve the right to pursue Claims 151-164 in a subsequent divisional/continuation application.

Respectfully submitted,

SHERIDAN ROSS P.C.

By: Douglas W. Swartz

Douglas W. Swartz
Registration No. 37,739
1560 Broadway, Suite 1200
Denver, Colorado 80202-5141
(303) 863-9700

Date: May 12, 2006